

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: QCC Table Games Dealer

POSITION NUMBER: ON GOING

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred.
- ☐ *If applicant does not meet this education requirement, employer will allow 6 months from date of hire to meet job requirement, as a condition of employment.

SKILLS:

- ☐ Must have excellent interpersonal skills.
- ☐ Must have excellent guest service skills.
- ☐ Must be able to efficiently deal Blackjack, Roulette, Spanish 21, Three Card Poker, and Pai Gow in a rotation.
- ☐ Ability to maintain composure, think clearly and perform well under pressure in a fast-paced environment.
- ☐ Ability to take direction, guidance, and instruction from supervisory staff.

EXPERIENCE:

- ☐ Minimum of six (6) months of prior experience utilizing guest service skills.
- ☐ Minimum of six (6) months experience efficiently dealing Blackjack, Roulette, Spanish 21, Three Card Poker, and Pai Gow.

OTHER REQUIREMENTS:

- ☐ Applicants will be required to successfully pass a live audition with "acceptable" points scored, determining knowledge and efficiency on specific game(s).
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend guest customer service training.
- ☐ Must be flexible to work both Casino sites, the "New" Tulalip Casino and the Quil Ceda Creek Casino.
- ☐ Must be available to work as job functions and duties require, including but not limited to evenings, weekends, and/or holidays.
- ☐ Must successfully complete and pass a National Indian Gaming Commission background investigation.
- ☐ Must be able to obtain a Class III certification, and be licensed, with the Washington State Gambling Commission and the Tribal Gaming Agency.
- ☐ Must have a successful employment history with Tulalip Tribes and/or other present and past employers.

Physical Characteristics and/or Prerequisites:

- ☐ Tolerance to work in a smoke filled environment.
- ☐ Ability to stand for extended length of time, up to ten hours per day.
- ☐ Manual and finger dexterity to deal with cards, chips, shuffling machines, and/or other gaming equipment.
- ☐ Stamina to use continuous repetitive arm and wrist motions.
- ☐ Tolerance to deal with upset, angry, and sometimes intoxicated customers.
- ☐ Mobility to climb stairs on an occasional basis.

Tribal Department: Table Games

Employee Classification: Non-exempt

Job Summary: Controls and distributes cards/dice to players in designated game in accordance with the applicable controls, regulations, policies and procedures.

Employee Reports To: Table Games Floor Supervisor or designee

Specific Duties Performed:

1. Conducts the games in accordance to applicable controls, regulations, policies, and procedures.
2. Opens/closes the games in accordance with established departmental procedures.
3. Handles Customer transactions for buy-ins and payoffs correctly.
4. Exchanges customer currency for gaming tokens and deposits cash into drop box.
5. Ensure the safety of all tokens and cash entrusted.

6. Maintains the security and integrity of assigned games at all times.
7. Reports any safety hazards to assigned supervisor.
8. Verifies fills and credits to game.
9. Notifies Floor Supervisor of any irregularities noted in customer play and of other transactions during shift.
10. Practices good customer relations by greeting customers in a congenial and friendly manner, and by responding to the customer questions, complaints, and suggestions promptly and politely.
11. Directs customer questions, complaints, and suggestions to appropriate supervisor.
12. Reports to work as scheduled and neatly attired in proper uniform.

Terms of Employment: Full-time: This position requires at least 40 hours per week, or 2080 hours per year;

Pay Range: \$8.57 per hour

Opening Date: ON GOING

Closing Date:

Please return your completed application to the Tulalip Casino Receptionist by the closing date and time.

*** Required documents must be submitted prior to interviewing.**